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TO SECSTATE WASHDC 8898

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SIPDIS

E.O. 12958: N/A

TAGS: EAIR EINV GH

SUBJECT: GHANA TO CONSIDER SIGNING IATA STATEMENT OF POLICY PRINCIPLES

REF: STATE 131634

¶1. Econoffs delivered the demarche requesting host government endorsement of the International Air Transport Association (IATA) Statement of Policy Principles Regarding the Implementation of Bilateral Air Services Agreements (Reftel). Ghana Civil Aviation Authority (GCAA) Director-General Kwame Mamphey said that the principles were commendable, @?.DiB'QQ:Qost does not believe this is reflective of the GCAA's official position, but it may represent the sentiments of some officials. END COMMENT.)

DISSATISFACTION WITH DELTA

¶2. Mamphey also raised what he said was broadly-shared dissatisfaction in Ghana with Delta's customer service and a lack of adequate luggage space on Delta aircraft serving the Accra-JFK route. Mamphey said the GOG had taken note of the Nigerian success in compelling Delta to upgrade its aircraft serving Lagos and could take similar measures. He said that he looked forward to the start of the new United service from Dulles to Accra in May. Mamphey agreed that the competition by United could improve Delta's customer service standards.

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